



## Frequently Asked Questions

<b>1.</b>	<b>Which preferred browser can be used to apply?</b>
<b>Ans</b>	HPCL application can be best used in Google Chrome. You may also apply using Mozilla Firefox ,Microsoft edge etc.
<b>2.</b>	<b>If am eligible for more than one role. How to apply?</b>
<b>Ans:</b>	Log out and log in again to apply for the respective position.
<b>3.</b>	<b>I am applying for the Assistant Manager – IPR position where minimum educational qualification is BE /BTech or MSc. I have also completed PhD in the relevant area. However, the dropdown does not provide an option for PhD .How do I apply?</b>
<b>Ans:</b>	Please select BE/B.Tech or MSc from dropdown. You may add PhD details in additional rows of educational qualification.
<b>4.</b>	<b>I have completed my educational qualification from Foreign University. Am I eligible to apply?</b>
<b>Ans.</b>	You are eligible to apply provided the degree is equivalent to the relevant courses approved / recognized by Association of Indian Universities (AIU/UGC/AICTE). The documentary proof for the same has to be produced by the candidate.
<b>5.</b>	<b>I have completed my B.E. / B.Tech Engineering degree after diploma in engineering. Am I eligible to apply?</b>
<b>Ans.</b>	You are eligible to apply provided you fulfil all other eligibility criteria laid out in the advertisement.
<b>6.</b>	<b>I have applied for A grade position. I have completed my PhD successfully in all respects before 3.3.2021.However,I have not yet received the Degree certificate. Am I eligible to apply?</b>
<b>Ans.</b>	You can apply.Pls ensure to submit the degree certificate upon advise from us. Your PhD degree certificate should have the date of passing the examination or you will be required to produce a proof of attaining PhD on or before 3.3.2021 .
<b>7.</b>	<b>My work experience is falling short by few days. Can I apply?</b>
<b>Ans.</b>	The last date for reckoning all the eligibility criteria is 03/03/2021.Candidates cannot apply in case the required number of years of experience is not completed as on this date.
<b>8.</b>	<b>I have applied for A grade position. Will there be Computer based test for shortlisting?</b>
<b>Ans.</b>	The shortlisting criteria will be displayed on our website before commencement of selection process.
<b>9.</b>	<b>I belong to EWS /SC/ST/OBCNC /PwBD category. When am I required to produce the Certificate?</b>
<b>Ans.</b>	You are required to upload the certificate on HPCL document portal upon advice from us. Please ensure that you possess the requisite certificate as prescribed for appointment to posts under Govt. of India. Please visit download section on our career page <a href="https://www.hindustanpetroleum.com/hpcareers/Downloads">https://www.hindustanpetroleum.com/hpcareers/Downloads</a> for the exact formats for Caste / Community / Disability Certificates pertaining to EWS/SC/ST/OBC-NC/PwBD. In any case, it may please be noted that the onus of providing correct information w.r.t. Caste/community rests entirely with the candidates. Please note that at any stage of the recruitment process, it is found that the information/documents furnished by you is false/ incorrect, your candidature will be cancelled.



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<b>10.</b>	<b>I belong to OBC NC category. The name of my caste appears in the State list; however, the name of my caste is not appearing in the Common List/ Central List. Can I claim the benefit of OBC Category/ will my candidature be accepted as OBC Category candidate?</b>	
Ans.	No. For getting the benefit of reservation, the caste/ sub-caste/ community essentially has to be in central list. If the caste you belong to appears in a state list but not in the central list, you are not eligible for getting the reservation benefits. Candidate can check the latest central list of OBCs published by the National Commission for Backward Classes (NCBC).	
<b>11.</b>	<b>I belong to OBCNC category. I do not possess the certificate of current year. Can I claim the benefit of OBC Category/ will my candidature be accepted as OBCNC Category candidate?</b>	
Ans.	The OBCNC certificate must be valid as on the date of date of eligibility mentioned in advertisement. You must obtain the fresh certificate and produce upon advice from us.	
<b>12.</b>	<b>My name on Degree Certificate is mentioned as Sharma R K while in my Class X pass certificate the same has been mentioned as Robin Kumar Sharma. Please advise how should I fill in my name while applying?</b>	
Ans.	In case there is a mismatch in names (including the way it is written), in HPCL application form with that of any document like Class X/XII/ graduation mark-sheet/ Work Experience certificates, the onus will be on the candidate to establish that both the persons are same. If HPCL is not satisfied with the explanation/ proof provided, the candidature will be rejected.	
<b>13.</b>	<b>I am applying for position in salary grade B/C/E/F. If selected for appointment in HPCL, will I be eligible for any joining allowance?</b>	
Ans.	You will be eligible for joining allowance in line with corporation's policy.	
<b>14.</b>	<b>Is there any specific format of the resume to be uploaded online?</b>	
Ans.	There is no specific format for resume .Please ensure to include all your personal information, educational & work experience details as well as patents, publications in journals, papers, books etc. in the resume.	
<b>15.</b>	<b>My institute awards CGPA for graduation/post-graduation and CGPA to percentage conversion formula is not available.What should I put in percentage field?</b>	
Ans.	You may multiply CGPA with 10 and put that as percentage. Also, you will be required to produce a document from university stating that the institute does not provide any formula for CGPA to percentage conversion.	
<b>16.</b>	<b>How will my degree percentage be calculated?</b>	
Ans.	If Percentage or CGPA is not mentioned on mark-sheet/degree certificate then	Candidate to produce documentary evidence from university/college stating the percentage & numbers with which the candidate has passed.
	If candidate is unable to produce sufficient evidence to prove his/her claim of final degree percentage	The percentage of marks will be arrived at by dividing the total marks obtained by the candidate in all the subjects in all the semester(s)/year(s) by maximum marks of all the subjects of all the semesters *100.



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<b>17.</b>	<b>If I am not able to take print out of my application after filling the online application, can I take it at a later stage? Will I be able to view my application after submitting the same online?</b>
<b>Ans.</b>	Yes. You can view and print your application anytime by logging in with your email ID and password generated after successful submission of your application online. You will not be able to make any changes in the application once submitted.
<b>18.</b>	<b>While filling online application I have made an error. How do I rectify it?</b>
<b>Ans.</b>	Please note that application process for all the positions is online only. There is no manual intervention for editing application forms under any circumstances. You may reapply using different email id.
<b>19.</b>	<b>Can I submit Application for two or more different posts?</b>
<b>Ans.</b>	You can apply for positions in different grades. However, applications for multiple positions within the same grade are not allowed.
<b>20.</b>	<b>I was making payment for application fee but due to a payment error, my payment is failed. What do I do?</b>
<b>Ans.</b>	Wait for 15-20 minutes for the transaction to session out and try making the payment again.
<b>21.</b>	<b>My bank account has been debited with the payment, but HPCL application status shows pending.</b>
<b>Ans.</b>	If your payment is successful, application status should change to completed, within 24 hours. Make a note of the transaction number and if your status has still not changed, email us your transaction details.
<b>22.</b>	<b>Why are banking details asked at the time of application?</b>
<b>Ans.</b>	Banking details are taken to reimburse applicants for their travel during exam, interview through cashless mode.

For more details, kindly refer our detailed advertisement. The information given in the advertisement will prevail in case of any discrepancy.